OVERVIEW

Contains questions and answers about the UltiPro mobile app.

GETTING STARTED

Q. How much does it cost to use the UltiPro mobile app?
A. The UltiPro mobile app is free for all UltiPro customers. Employees can download it from the app store on their preferred Apple or Android mobile phone.

Q. What information is stored on my mobile phone? Is my Personal Identifiable Information (PII) secure?
A. The only data persisted on the mobile device in secure storage are security tokens and your company access code. Here are their functions:
  - Access Token: Validates all network requests made in the mobile app.
  - Refresh Token: Allows a user to re-authenticate given successful biometric login with Fingerprint, Touch ID, or Face ID.
  - Company Access Code: Allows access to your company information using a unique company identifier.

Q. How often will I receive mobile app updates?
A. Updates will be released monthly. The app will update automatically for the end users, but the administrator will need to turn on new functionality by role in Role Administration.

Q. Does the mobile app respect language preferences?
A. Yes, language preferences configured in UltiPro will work in the mobile app.

Q. How do I enable access to the mobile app for my employees?
A. Review the UltiPro Mobile App Rollout Toolkit in the Learning Center to learn more about enabling and configuring the mobile app for your employees.

Q. Are the web access rights that I already configured for my user’s roles the same in the mobile app?
A. No, there is a new Mobile App Access Rights page available in role administration for each role. All Mobile App Access Rights are delivered OFF until you manually enable them.

Q. Why do I need to configure the Mobile App Access Rights separately? Can Ultimate Software just make the Mobile App Access Rights identical to the Web Access Rights in my environment for me?
A. No, the functionality in the mobile app is not identical to the functionality in the web. We also do not want to assume that you want your users to have the same access to information in the mobile app that they do in the web.

Q. I have been using the UltiPro mobile website. What is the difference between the UltiPro mobile website and UltiPro mobile app?
A. The mobile website is accessible through a browser on a mobile device. The mobile app is accessible by downloading our UltiPro mobile app from the Apple app store or the Google Play Store. Our goal is to retire the mobile website and only have the mobile app available. Once we have complete parity between the mobile website and the mobile app, we will retire the former. Our aim is to have this complete by the end of 2018. Until then we will support both platforms simultaneously.
Q. Why isn’t a particular feature available in the mobile app?
A. There could be two possible reasons for this. First, not all features are available for the mobile application (see above). Second, administrators can enable or disable features on the mobile app as necessary. For more information about which features have been enabled for your organization, contact your manager or system administrator.

Q. I see a “Cookies Need to be Enabled” message. How do I enable cookies?
A. Navigate to your phone settings and enable cookies for this app.

Q. Is the mobile app available for tablet devices?
A. No. For the initial rollout, the mobile app will be optimized for smartphone use. We’re providing the most important employee use cases, including profile updates, clocking in/out, requesting time off, quick approvals for managers, and communication with team members—all of which are best served in smartphone format. As we roll out more manager and HR practitioner capabilities in the future, we plan to provide tablet-optimized experiences.

Q. Can I brand the mobile app to match my company logo and colors?
A. No. Logo and color configuration are not available in the mobile app.

Q. What should I do if a user encounters any issues while using the mobile app?
A. Capture a screenshot on your phone. Then, select Menu in the mobile app to copy the support code. Contact support to report the issue. If a user reports an issue, instruct them to send you a screen shot of the issue and the support code so that you can report the issue on their behalf.

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**GETTING STARTED — DOWNLOAD**

Q. Can I download the UltiPro mobile app?
A. The app is available in Apple store and Google Play Store. The app is available to both iPhones and Android devices.

Q. What versions of iOS (Apple) and Android (Google) are supported?
A. Your device must run either iOS 10+ or Android 5+, at a minimum.

Q. Are there differences between the iOS and Android versions?
A. No.

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**GETTING STARTED — LOGIN**

Q. What is a Company Access Code?
A. The Company Access Code is the code an HR Admin creates when configuring the app. The code is unique to your company and cannot be changed. This code is used on the first screen of the mobile app to connect your employees to your company data.

Q. Where can I find my Company Access Code?
A. In UltiPro, in the top-right side of the page, select your name drop-down list. Select Mobile App Instructions.

Q. How do I enter my Company Access Code?
A. From the UltiPro mobile app, select the Company Access Code text. Enter the code created by your HR department. Select Continue.
Q. Is the Company Access Code case-sensitive?
A. No.

Q. I have access to two different master companies. Can I access more than one company from the same app?
A. Yes, however, you will only be able to log in to one master company at a time and you will need to know both company access codes.

Q. I have entered the wrong Company Access Code. Can I remove the Company Access Code?
A. Yes, from the mobile app welcome screen, select the “X” next to the current company access code.

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Q. How do I use Touch ID/Fingerprint functionality?
A. After you log in for the first time, you will be prompted to register a fingerprint. Follow the directions that display on your mobile phone. You will also be able to enable this functionality from within the mobile app settings.

Q. I do not see the Touch ID/Fingerprint prompts on my mobile phone. Why?
A. Verify that the Touch ID/Fingerprint settings are enabled on your mobile phone. If you don't see the option, it's because your phone does not meet the security requirements needed.

Q. Does the Touch ID/Fingerprint access expire?
A. Yes, Touch ID/Fingerprint access is valid for 30 days. You will need to re-enter your credentials again after that period.

Q. My spouse has their fingerprint saved on my mobile phone. Will they be able to access my UltiPro account using their Touch ID/Fingerprint?
A. Yes, anyone with fingerprints stored on this device can sign in to your UltiPro account. You can configure Touch ID at any time in the UltiPro mobile app > Settings > Security page.

Q. When will fingerprint access functionality be available for Android devices?
A. If your phone supports fingerprint functionality and your manufacturer is connected to the latest google APIs, fingerprint access is available for your Android device.

Q. What happens if the fingerprint authentication fails?
A. You will have three chances to enter your fingerprint. After the third attempt, you will need to enter your mobile phone’s passcode.

Q. What notifications will the mobile app send?
A. If enabled, an approver can receive a push notification when an employee submits a time off request. An employee can receive a push notification if an approver approves or denies a request. We will develop more notifications in future releases.

Q. Push notifications are not working. Why?
A. Verify that you have enabled push notifications from the UltiPro mobile app > Menu > Settings > Notifications.
**System Administration**

Q. Can I access the mobile app pages from a test environment?
A. Yes, if your company has a test environment, you can enable the mobile app for that environment, but remember to not use the company access code you want to use in production because the code is unique and cannot be changed. For example, if you want the "Acme" company access code for your production environment, then use "AcmeTest" for the test environment.

Q. What login options are available through the mobile app?
A. We support direct login (UltiPro username and password), Single Sign-On (SSO), and Multi-Factor Authentication (MFA).

Q. We have some users who log in with Single Sign-On work and others that log in directly to UltiPro. Will this work in the mobile app?
A. Yes, users will have the option to log in with either SSO credentials or UltiPro credentials.

Q. How does Single Sign-On work with the mobile app?
A. After the user initially enters the Company Access Code and selects Sign In, the login page will display both the direct login (username and password fields) and single sign-on (Sign In with Corporate Credentials link) options. The Sign In with Corporate Credentials selection will redirect users to your SSO vendor's page. After entering the SSO vendor credentials, the in-app browser page will close and the user will be logged in to the UltiPro mobile app. Note: The first time a user signs in through SSO, they can add fingerprint access. Doing so will allow the user to bypass the SSO login process in future log in attempts.

If you receive an error after selecting the Sign In with Corporate Credentials link, it is likely that your company uses VPN to access UltiPro via SSO. You will need to enable VPN on your mobile phone to access the UltiPro mobile app.

Q. My company uses SSO and the screen to enter my credentials is not optimized for mobile. Why?
A. Ultimate Software does not control that page. Contact your SSO vendor to ask them to make their login screen responsive so that it renders correctly on your device.

Q. How does Multi-Factor Authentication work with the mobile app?
A. After users log in to the mobile app, they are presented with a screen to select how they want to receive the secure access code. They can choose to receive the code either by text or e-mail. They then enter the secure access code in the mobile app to gain entry to their data.

Q. I was just logged out of my session. How long does a session last?
A. The mobile app times out after 20 minutes of inactivity.

Q. The mobile app is logging me out after 20 minutes even if I am using it. Why?
A. This is a security feature developed to protect your data. The mobile app will not log you out after 20 minutes if you have set up a fingerprint on your device.

Q. How do I log out?
A. Navigate to the menu on the lower right-hand corner of the mobile. Select Sign Out.

Q. How do I reset my UltiPro password?
A. From the mobile app login page, select the Forgot My Password link.

Q. Will my UltiPro account be locked out after too many failed login attempts?
A. Yes, too many failed attempts will set your account to inactive. An administrator can reset the account or the user can use the Forgot My Password process.

Q. Does the mobile app log users out for IP switching?
A. No.

Q. Does the mobile app respect the IP filtering configuration in Ultipro?
A. IP filtering is respected only when users sign in with their User ID and Password. However, using biometric sign-in (Fingerprint or Face ID) bypasses IP filtering.

Q. Will current customs implemented in the web be supported in the mobile app?
A. No. Current customs in the web will not be supported in the mobile app. Remember to test your mobile app configuration thoroughly and confirm that all mobile app access rights for each role are configured correctly before making it accessible to your employees.

Q. Can I add customs to the mobile app?
A. No.

Q. Will platform configuration fields display in the mobile app?
A. No, not at this time.

Q. We display a platform configuration field on our pay statements. Will this display in the mobile app?
A. Yes, the mobile app displays the pay statement exactly as it does in UltiPro web.

Q. Will changes in the mobile app be included in workflows and approvals?
A. Yes.

Q. Can terminated employees access the mobile app?
A. Yes, you can add restricted mobile app access rights to your terminated employee’s role.

**ADMINISTRATION**

Q. Why am I seeing an employee in the directory more than once?
A. The employee is in more than one component company. To verify, search for the employee in the UltiPro web to see the component companies that the employee is assigned.

Q. How do I search for an employee in the mobile app?
A. Select the search bar at the top of the screen. Enter the employee name. Select the employee name from the options that display.

Q. Can I restrict my employees from requesting Time Off (PTO) from within the mobile app?
A. Yes. From the UltiPro web, navigate to Menu > System Configuration > Security > Role Administration > select the role(s) > Mobile App Access Rights > Myself > Time Off (PTO). Verify that the Add permission is not checked.

Q. How do I remove the mobile app gadget from the home page?
**TIME MANAGEMENT**

**Note:** Time Management is an optional add-on feature for UltiPro.

Q. **Why am I seeing two Time Off icons in the mobile app?**
A. From the Mobile App Access Rights page, your company activated both Time off (PTO) and Time off (Time Management) in the Role Administration. You can only use one of these methods for a given employee. The mobile app access rights for this must be enabled to match whichever method your company uses on the web.

Q. **When trying to complete a time off request in the mobile app, why did an employee get the “Oops” error or a message stating, “You do not have permission to view this?”**
A. This is caused by an authentication issue on the web service.  
1. In UltiPro, navigate to System Configuration > Time Management Setup > Integration Status.  
2. At the Authentication Status section, select Re-Authorize.  
3. At the Service Status section, select Sync Now.  
4. After a minute or two, refresh the page. The Authentication Status should change to “SUCCESS.”

Q. **Why can't supervisors approve or deny time off requests?**
A. Follow these steps to ensure proper security settings and configuration.  
1. Be sure that all groups are configured in UltiPro to use the mobile app (System Configuration > Security > Role Administration > Mobile App Access Rights tab). Expand Mobile Application and select View next to Inbox Requests. Then, expand Myself and select the applicable options: Time Off (Time Management) and Time Clock (Time Management).  
2. Ensure the Manage Time Off Requests from Mobile Devices option is selected in Time Management for managers and administrators (Advanced > Scheduler > Time-Off Requests).

Q. **When trying to complete a time off request in the mobile app, why can't an employee enter hours?**
A. An administrator must verify that the employee’s workday definition is configured in Time Management (Rules Setup > Policy > Miscellaneous > Workday Definition).

Q. **How can my employees cancel an approved request via the mobile app?**
A. This is a global setting in Time Management. A system administrator must verify the Allow Employees to Cancel Approved Time Off Requests option is selected (Company Setup > Miscellaneous > Schedule). When this option is selected, all employees will have the ability to request cancellation of an approved request.

Q. **Why can't employees view all of their accrual balances in the mobile app?**
A. The pay code must be selected for the employee’s assigned access group in Time Management (Access > Advanced > Pay Code > Scheduler Pay Code section).

Q. **I've enabled the web rights in UltiPro but some of my employees can’t see either the time clock option or the time off option in the mobile app. What should I do?**
A. In Time Management, select the desired employee access group and navigate to Access > Advanced > EWS Login. At the Mobile Services Option section, verify that the appropriate option is selected for the employee’s assigned access group:  
- Allow Punches to be Accepted from Mobile Devices  
- Allow Time Off Requests from Mobile Devices

**PAY**

Q. **How far back can I view my pay history?**
A. You have access to all your pay statements through the mobile app. Navigate to your pay history and scroll down.
Q. What is Pay Insight?
A. Pay Insights provides informational messages to appear directly on your pay statements from the mobile device. These messages provide helpful tips about changes to your earnings, deductions, or taxes that may affect your usual net pay amount. From the Add/Change Pay Insights page in UltiPro (Menu > Administration > Payroll Admin > Pay Statement Options > Pay Insights Administration), configure the messaging rules to appear on your employees' mobile pay statements automatically.

Q. Are Pay Insights available for Canada employees?
A. Pay Insights messages are available for both U.S. and Canada employees.

Q. How do I configure a Pay Insight?
A. We have created documentation for configuring Pay Insights. Navigate to the Rollout Toolkit > Enable-Mobile-App > Enable-Mobile-App > Pay-Insights (for payroll admins) > Create Mobile Pay Insights. We suggest your payroll administrator configure pay insights.

Q. Where do my employees see a Pay Insight?
A. Pay Insights appear in the mobile app only under the pay section.

Q. Can I print or export my pay statement?
A. Yes! You can do this directly from the mobile app. Navigate to the pay statement to print or export and select the export button at the top right.

Q. My pay statement is incorrect on the mobile app. Why?
A. First review your pay statement in UltiPro Portal to make sure the pay statement on the portal is different from what appears in the mobile app. If there is a difference, then there may be an issue with the mobile app. Contact customer support with a screenshot and the support code found in the mobile app Menu to report the differences.